



**SURVEY ADMINISTRATOR**  
**Constellation HomeBuilder Systems**  
**Burnaby, BC**

**The Company:**

Constellation HomeBuilder Systems (CHS) is the leading software vendor exclusively focused on the homebuilding industry. Our comprehensive suite of homebuilding software solutions ranges from production and accounting, new home sales and marketing, home warranty and service and home builder website solutions. It is North America's fastest growing and most successful provider of fully integrated information management solutions for homebuilders. Our team is composed of experienced and motivated self-starters who enjoy the thrill of working in a fast-paced environment.

Our parent company is Constellation Software Inc. (CSI), a well-capitalized, publicly traded Canadian software company that specializes in vertical market software ([www.csisoftware.com](http://www.csisoftware.com)). The CSI group of companies is a leading developer of technology solutions for vertical markets globally. We are a publicly traded company on the Toronto Stock Exchange (TSX symbol is CSU). We offer the benefit of working with an aggressive growth-oriented company while enjoying the support and opportunity of being part of a large organization.

**The Position:**

Constellation HomeBuilder Systems is a dynamic and empowering environment comprised of motivated self-starters who enjoy the thrill of working at a fast-pace. We are currently seeking an ambitious, self-starter to fill the role of Survey Administrator in our Customer Experience Group in Burnaby, BC. The primary focus of this role is to increase Builder review completion rates by conducting surveys over the phone with new home buyers.

**Job Responsibilities:**

- Managing an extensive call list and prioritizing calls
- Making phone calls to home buyers and conducting comprehensive surveys
- Entering survey ratings and feedback in our proprietary system
- Creating accurate records in our database
- Researching and collecting product specifications, operating manuals and warranties via the Internet
- Creating product list templates that group common items
- Promoting and maintaining a professional, service-oriented company image among clients
- Achieving weekly, monthly, and annual Builder review completion targets
- Other responsibilities as required



### **Job Qualifications:**

- Minimum 2 years of related work experience within a dynamic, fast-paced organization
- Proven self-motivated individual who shows perseverance, can overcome objections, and handle customer disputes over the phone
- Excellent organizational, time management and customer service skills
- Excellent communication skills (phone and written)
- Outgoing and friendly personality
- Extremely proficient in the English language, both verbal and written
- A second language an advantage
- Strong computer skills including Adobe Acrobat and Microsoft Office (Word, Excel, Outlook)
- Proficient at researching information on the Internet for quick results
- Very detail oriented
- Previous experience within construction, software or real estate industries is an asset

In addition to the above role-specific requirements, we have expectations that apply to all of our team members.

### **General Requirements:**

- Honesty
- Concentrated focus on product users and the user experience
- Work outside your comfort zone
- Confident and passionate, but no ego
- Patience with others
- Rational thinker
- Resourceful and willingness to utilize technology

Our Customer Experience Management Group based in Burnaby BC, supplies the most widely used Builder Review programs and Homeowner Portal platforms for newly constructed homes across North America. As the leading solution to the industry, we are continually innovating and growing our technology capabilities and are looking to expand our talented team. If you are a self-starter, passionate about what you do and want to make a difference, then this opportunity may be for you.

### **Is This You?**

To apply for this position please submit a resume and cover letter to:

Kim Clark at [info@conasysinc.com](mailto:info@conasysinc.com)

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